



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Gallatin River Communications L.L.C.**  
**d/b/a CenturyLink GRC**  
**for quarter ending March 31, 2010**

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.90	3.20	3.70	3.27
B. Operator Answer Time - Information [730.510(a)(1)]	7.40	6.73	5.86	6.66
C. Repair Office Answer Time [730.510(b)(1)]	3.00	4.00	3.00	3.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	24.00	14.00	10.00	16.00
E. Percent of Service Installations [730.540(a)]	99.61%	100.00%	100.00%	99.87%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	99.60%	99.50%	99.70%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.90	1.70	2.00	1.87
H. Percent Repeat Trouble Reports [730.545(c)]	8.00%	8.20%	9.10%	8.43%
I. Percent of Installation Trouble Reports [730.545(f)]	8.50%	8.80%	5.70%	7.66%
J. Missed Repair Appointments [730.545(h)]	0	2	2	1
K. Missed Installation Appointments [730.540(d)]	1	0	0	0

**Comments**



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